



AVIVA Development Zone

A fresh new look, and a new way to learn



New LIVE learning courses

Join our new webinars and collaborative live learning sessions, available to all Development Zone users, exploring a range of regulatory and soft skills topics.

- ✓ Greater choice for your learners
- ✓ An engaging and interactive learning experience

Our extensive course catalogue contains hundreds of modules on key regulatory topics, insurance products, and professional skills, including:

IDD Pathway

- The Insurance Market
- Assessing Customer Needs
- Claims Handling
- Complaints Handling

Key FCA Regulation

- Consumer Duty
- Vulnerable Customers
- Financial Crime
- Pricing Practices

Insurance Technical

- Principles of Insurance
- Brokers' Duties
- Personal Lines
- Commercial lines

SM&CR

- Conduct Rules
- Fitness & Propriety
- Culture & Conduct
- Business Ethics

Cyber Skills

- Data Protection
- Operational Resilience
- Cyber Crime Prevention
- Breach Management

Business Skills

- People & Wellbeing
- Diversity & Inclusion
- Customer Service
- Communication Skills

Try every feature. No commitment, no credit card required.

[Request your 14-day free trial](#)

Get in touch



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Key Features



Easy to Use Platform

Access your learning journey anytime, anywhere. Whether you're using a PC or tablet, the intuitive homepage gives you direct access to all the key features and training modules.



Content Catalogue

Our extensive catalogue contains courses on a variety of key topics and is frequently updated and expanded to ensure content is relevant and up-to-date.



Custom Content

Our custom content tool allows you to build and upload personalised content that is tailored to your business and people.



Dedicated Support Team

A friendly, expert team available by telephone or email.



CPD Recorder

Record Development Zone and external CPD. Download your CPD log at any time to evidence competence and show your progress towards the 15-hour annual CPD requirements.



Reports

Generate and export reports at the click of a button, the straightforward reporting function allows you to easily access and report on essential information - whatever your role.



Team Management

Easily assign courses, manage your team's learning activities, and efficiently monitor progress with the Team Management function.



Development Zone Masterclasses

Regular training sessions for supervisors, helping firms maximise the platform's capabilities.

